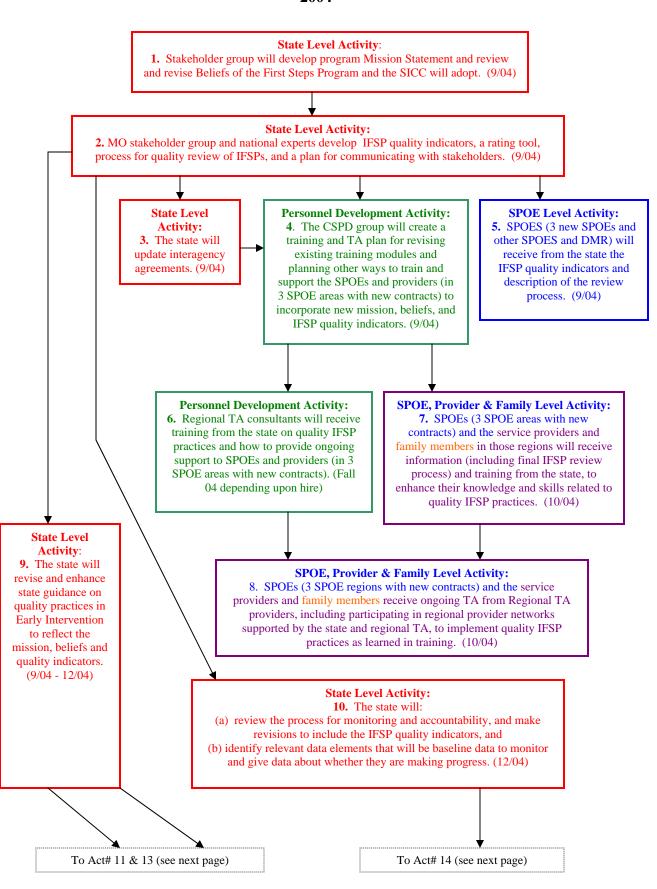
Missouri First StepsImprovement Plan

Challenge: Despite a comprehensive systems redesign of the Part C Program, First Steps is challenged with increasing costs of services. Given inconsistent implementation of state policy and guidance related to team based, family-centered services, families receive inequitable services that seem to be based more on where they live than their needs and priorities. Services do not consistently focus on building family capacity to facilitate their child's learning and development in the context of everyday routines and activities. Overall, Missouri's Part C First Steps Program needs to ensure implementation of quality family-centered services through effective quality assurance mechanisms, which result in a cost effective and efficient statewide early intervention system.

Where We Are Where We Want To Go Multi-Level Issues: **Multi-level Impacts**: **State infrastructure:** Program costs are **State infrastructure:** State will provide increasing with wide variation in cost per oversight, incentives and support (e.g. child. There is limited accountability, guidance, communication) to enhance oversight and support (e.g. guidance) to consistency across SPOEs, ensure high ensure effective, efficient quality services. quality, equitable services and maximize efficient use of resources. **Personnel Development:** There are many **Personnel Development:** Training and TA providers without EI expertise and providers will improve team-based practice and quality without sufficient skills in team based IFSP of IFSPs and support efficient and effective development due to insufficient training and services and supports in natural TA as well as incentives to retain providers. environments. SPOE and Program Infrastructure: There **SPOE** and **Program Infrastructure**: are limited or no accountability measures at SPOEs and providers will use state guidance regional/local level for supervision/oversight and participate in quality assurance processes and support of effective service coordination (e.g. supervision, mentoring) to assure local and provider practice. SPOEs need to policies and procedures support effective, contain costs. cost efficient services. Service Provider/ Practice: Inconsistent Service Provider/ Practice: Service implementation of individualized, family providers will implement a team based. centered, effective services in everyday family centered IFSP process that results in routines and activities. There are limited timely, efficient, and appropriate supports incentives for changing practices and and services that builds family capacity to containing costs. enhance their child's development in the context of routines and activities. Children and Families: Families **Children and Families:** Families not understand how to enhance their child's consistently accessing timely services; development through daily routines/ intensity and frequency of services are not activities. Regardless of locale, children and based on needs of child and enhancing families access timely, family-centered family capacity to support their child's services, appropriate to their needs and learning in everyday routines and activities. priorities.

Multi-Level Improvement Activities 2004



Multi-Level Improvement Activities 2005

